

Cheshire West & Chester Council

Council Housing Management Service

Damp and mould

We understand that your home is very important to you. If you are experiencing damp in your home, it's important that we deal with it together, as soon as possible.

We aim
to complete

90%

of all damp repairs
within 40 days

We now have
a policy to inspect all
damp issues within

10 days



Staff training around
reporting damp,
using home visits
more effectively

We have
also upgraded our digital
reporting platform to make it
easier to track your damp report.
We are making sure that you are
up to date on repairs and
progress more
frequently



Cheshire West
and Chester

What to **look out for**



Did you know that you can report both of these to us for an inspection?

Don't let damp spread in your home, get in touch as soon as you start to see signs.

While you're waiting for an inspection, there's some simple quick steps you can take to help prevent the spread of damp and mould.



Keep a small window ajar or a trickle ventilator open
(when someone is in the room)



Close the kitchen and bathroom doors during use,
even if your kitchen or bathroom has an extractor fan



Use timers on your central heating

Mould needs humidity to thrive and heating your home to a reasonable temperature can help avoid damp. Timed heating is much more effective than turning your heating up really high for a short period of time.

Contact us on Tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk